

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



PERSON SPECIFICATION

JOB TITLE: Business Centre Administrator/Receptionist

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)					Certificate
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	
Qualifications	1	Good standard of education to GCSE equivalent, particularly in english and mathematics	E	X					X
	2	Business Administration related qualification to NVQ Level III	D	X	X				X
Experience	1	Experience of providing an administration service in a business environment, which will include the implementation and monitoring of office systems	E	X	X				
	2	Experience of operating in a customer facing environment, providing excellent customer service, preferably operating in a reception/front of house role, and adopting a problem solving approach.	E	X	X				
	3	Experience of dealing effectively with external clients, partners, contractors and suppliers.	D	X	X				
	4	Substantial experience of using software packages in particular Microsoft Word, Excel, PowerPoint to produce accurate documents/information and maintain records.	E	X	X				

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	5	Evidenced experience in the use of a range of social media platforms eg twitter, Facebook and Instagram to support effective business promotion and marketing.	D	X	X				
	6	Experience of effectively planning and prioritising a diverse and busy workload to meet target deadlines and customer needs.	E	X	X				
	7	Previous experience of organising successful events in a business environment.	D	X	X				
	8	Experienced in the use of CRM (Customer Relationship Management) databases to manage and improve customer contact.	D	X	X				
Knowledge	1	A good understanding of general administration systems and procedures, including data protection	E	X	X				
	2	Understanding of the importance of excellent customer service provision	E	X	X				
	3	Use of a variety of general office equipment,	E	X	X				
Personal Skills	1	Excellent organisational skills with a methodical approach to enable the provision of an effective and efficient administration and customer service.	E	X	X				
	2	Excellent interpersonal skills with the ability to communicate effectively and professionally with a wide range of audiences both verbally and in writing.	E	X	X				
	3	Confident, friendly and approachable.	E	X	X				

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	4	Self-motivated with the ability to work with autonomy on own initiative, taking responsibility for task delivery to time, only referring matters upwards as necessary	E	X	X				
	5	Ability to work flexibly and proactively as part of a team.	E	X	X				
Additional Requirements	1	Prepared to undertake occasional work out of hours	E		X				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	X	X				
	3	Full Driving Licence	D	X					
	4	An appreciation and commitment to Health and Safety issues in the workplace	E	X	X				